WEST Search History for Application 10630392

Creation Date: 2011041111:53

(compliance adj indicator)PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 09-19-2008
((compliance adj indicator)) and (customer adj (relationship or (case adj
management)))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
(customer adj (relationship or (case adj management)) and (compliance adj indicat$))PGPB,
USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
((customer or consumer) same (relation$ or (case adj management)) and (compliance adj
indicat$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008
((customer or consumer or buyer) same (relation$ or (case adj management)) and
(compliance adj indicat$))PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 09-19-2008
(customers same providers same access$ same (case adj management))PGPB, USPT,
USOC, EPAB, JPAB, DWPI, TDBD OR YES 02-03-2009
(case adj management)PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009
((case adj management)) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$))PGPB, USPT, USOC, EPAB, JPAB,
DWPI, TDBD OR YES 06-05-2009
((case adj management) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$))) and (request$ same service$
same customer same provider)PGPB, USPT, USOC, EPAB, JPAB, DWPI,
TDBD OR YES 06-05-2009
((case adj management) and (interface same (plural$ or many or (more adj than adj one) or
multipl$) same cases same (view$ or output$ or display$)) and (request$ same service$
same customer same provider)) and ((select$ or pick$ or choos$) same (case or
application))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

Prior Art Searches

Query	DB	Op.	Plur.	Thes.	Date
((case adj manag$) same (customers same providers))	PGPB, USPT	OR	YES		02-17-2010
(((case adj manag$) same (customers same providers))) and ((hierarch$ or tier) same case same assign$)	PGPB, USPT	OR	YES		02-17-2010
(((case adj manag$) same (customers same providers))) and ((hierarch$ or tier) same case)	PGPB, USPT	OR	YES		02-17-2010
((case same manag$) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((case adj2 manag$) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
		OR	YES		02-17-2010

(((case adj2 manag$) and ((hierarch$ or tier) same case))) and (customers same providers)	PGPB, USPT				
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and complian$	PGPB, USPT	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and (complian$ same (compar$ or threshold))	PGPB, USPT	OR	YES		02-17-2010
20040254816[pn]	PGPB, USPT	OR	YES		02-17-2010
(20040254816[pn]) and (case same manag$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((case adj2 manag$) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case))) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((case adj2 manag$) and ((hierarch$ or tier) same case)) and (customers same providers)) and (complian$ same (compar$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag$)) and ((hierarch$ or tier) same case)	PGPB, USPT,	OR	YES		02-17-2010

	USOC, EPAB, JPAB, DWPI, TDBD				
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case)) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case) and (customers same providers)) and (complian$ same (compar$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(20040254816 or 7130807 or 6611867)[pn]	PGPB, USPT	OR	YES		02-17-2010
((20040254816 or 7130807 or 6611867)[pn]) and (case adj manag$)	PGPB, USPT	OR	YES		02-17-2010
((customer adj relationship adj manag$) and ((hierarch$ or tier) same case)) and (complian$ same (compar$))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customers same providers) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((customers same providers) and ((hierarch$ or tier) same case))) and (complian$ same (compar$))	PGPB, USPT,	OR	YES		02-17-2010

	USOC, EPAB, JPAB, DWPI, TDBD				
(((customers same providers) and ((hierarch$ or tier) same case)) and (complian$ same (compar$))) and(case adj manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((customers same providers) and ((hierarch$ or tier) same case)) and (complian$ same (compar$))) and(case same manag$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case adj (summar$ and status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case same (summar$ or status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI,	OR	YES		02-17-2010

	TDBD				
(((user adj interface) same (crm or (customer adj relationship same management)))) and (case same (summar$ and status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and (complian$ same (compar$))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$))) and ((hierarch$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management)))) and ((hierarch$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarch$ or tier) same case)) or (((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$)) and ((hierarch$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarch$ or tier) same case)) or (((user adj interface) same (crm or (customer adj relationship same management))) and (complian$ same (compar$)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266)	PGPB, USPT, USOC,	OR	YES		03-03-2010

	EPAB, JPAB, DWPI, TDBD				
((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266)) and ((customer adj relationship adj management) or crm)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010
((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266) and ((customer adj relationship adj management) or crm)) and ((customer or agent or provider or representative) adj interface)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010
((crm or (customer adj relationship adj management)) same interface same customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((crm or (customer adj relationship adj management)) same interface same customers same providers same (both or shar$4))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(20100010828 or 20030236729 or 20030009355 or 7493266 or 20770265956)[pn]	PGPB, USPT	OR	YES		03-23-2011
(20100010828 or 20030236729 or 20030009355 or 7493266 or 20070265956)[pn]	PGPB, USPT	OR	YES		03-23-2011
((crm or (customer adj relationship adj management) or (customers same providers)) same ((distributed or shared) adj2 access))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(20060013209[pn] or (20100010828 or 20030236729 or 20030009355 or 7493266 or 20070265956)[pn]) and	PGPB, USPT	OR	YES		03-23-2011

((crm or (customer adj relationship adj management) or (customers same providers)) same (((distributed or shared) adj2 access) or both or shar$4))					
(20060013209[pn] or (20100010828 or 20030236729 or 20030009355 or 7493266 or 20070265956)[pn]) and ((crm or (customer adj relationship adj management) or (customers same providers)) same (((distributed or shared) adj2 access) or both or shar$4))	PGPB, USPT	OR	YES		03-23-2011
((customer adj3 (support or complian$3)) same helpdesk)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) same helpdesk)) and ((shar$ or distributed) adj2 access)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) same helpdesk)) and (((shar$ or distributed) adj2 access) or (customers same providers same shar$))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((customer adj3 (support or complian$3)) and helpdesk)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) and helpdesk)) and (((shar$ or distributed) adj2 access) or (customers same providers same shar$))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) and helpdesk)) and (((shar$ or distributed) adj2 access) or (customers same providers same (both or shar$)))	PGPB, USPT, USOC,	OR	YES		03-23-2011

	EPAB, JPAB, DWPI, TDBD				
((customer adj3 (support or complian$3)) or helpdesk)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk)) and (((shar$ or distributed) adj2 access) or (customers same providers same (both or shar$)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk)) and (((shar$ or distributed) adj2 access) or ((both or shar$) adj3 (customers same providers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk)) and (((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers same providers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk) and (((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers same providers)))) and (crm or (customer ajd relation adj management))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011

(((customer adj3 (support or complian$3)) or helpdesk) and (((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers same providers))) and (crm or (customer ajd relation adj management))) and (case adj management)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk) and (((shar$ or distributed) adj2 access) or (customers same providers same (both or shar$)))) and (case adj management)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk) and (((shar$ or distributed) adj2 access) or (customers same providers same (both or shar$)))) and ((cas$2 adj2 manag$4) or (manag$4 adj2 cas$2))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk)) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers)))) and ((cas$2 adj2 manag$4) or (manag$4 adj2 cas$2))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk)) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers)))) and ((cas$2 adj manag$4) or (manag$4 adj cas$2))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk)) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers))) and ((cas$2 adj manag$4)	PGPB, USPT, USOC, EPAB,	OR	YES		03-23-2011

or (manag$4 adj cas$2))) and ((track$4 adj compliance) or (compliance adj2 track$4))	JPAB, DWPI, TDBD				
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk)) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers))) and ((cas$2 adj2 manag$4) or (manag$4 adj2 cas$2))) and ((track$4 adj compliance) or (compliance adj2 track$4))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))) and ((track$4 adj compliance) or (compliance adj2 track$4))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))) and ((track$4 adj2 compliance) or (compliance adj2 track$4))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))) and ((track$4 adj compliance) or (compliance adj track$4))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(20030153991 or 20020143595)	PGPB	OR	YES		03-23-2011
(((track$4 adj compliance) or (compliance adj track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((customer adj3 (support or complian$3)) or helpdesk or (help adj desk))) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers or clients or managers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011

((((track$4 adj compliance) or (compliance adj track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers or clients or managers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
(((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))) and (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers or clients or managers)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))) and (interface same (integrat$ or ((shar$ or distributed) adj2 access) or ((both or shar$) adj2 (customers or providers or clients or managers))))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))) and (interface same (integrat$ or shar$ or distributed or both) same (customers or clients) same (providers or managers))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or (manag$4 adj cas$2)))) and (interface same (integrat$ or shar$ or distributed or both) same (customers or clients or patients or buyers or purchasers) same (sellers or providers or managers or doctors or physicians))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-23-2011
((((track$4 or monitor$3 or manag$4) adj compliance) or (compliance adj (manag$4 or monitor$4 or track$4)) and ((cas$2 adj manag$4) or	PGPB, USPT, USOC,	OR	YES		03-23-2011

(manag$4 adj cas$2))) and (interface same (integrat$ or shar$ or distributed or both) same (customers or clients or patients or buyers or purchasers) same (sellers or providers or managers or doctors or physicians))) and (tier$ or levels)	EPAB, JPAB, DWPI, TDBD				
(customer adj relationship adj management)	EPAB, JPAB, DWPI, TDBD	OR	YES		04-11-2011
((customer adj relationship adj management)) and compliance	EPAB, JPAB, DWPI, TDBD	OR	YES		04-11-2011
((customer adj relationship adj management)) and complian$2	EPAB, JPAB, DWPI, TDBD	OR	YES		04-11-2011
(customer adj relationship adj management)	EPAB, JPAB	OR	YES		04-11-2011
((customer adj relationship adj management)) and complian$	EPAB, JPAB	OR	YES		04-11-2011
((customer adj relationship adj management)) and tiers	EPAB, JPAB	OR	YES		04-11-2011